

**CITY OF SHOREVIEW
AGENDA
CITY COUNCIL WORKSHOP
JUNE 17, 2013
IMMEDIATELY FOLLOWING REGULAR COUNCIL MEETING**

1. ROLL CALL
2. REVIEW OF FINAL DRAFT OF COMMUNITY SURVEY
3. REVIEW OF REQUEST FOR PROPOSAL FOR THE
COMMUNITY CENTER EXPANSION
4. OTHER ISSUES
5. ADJOURNMENT

Memorandum

To: Mayor and City Council
From: Tom Simonson
Assistant City Manager and Community Development Director
Date: June 13, 2013
Re: Revised Final Draft Community Survey

Introduction

Decision Resources Ltd., a professional polling firm based in Minneapolis, has revised the draft questions for the community survey the City has authorized to be undertaken this summer, based on the review and comments from the Council at your May 13th workshop discussion. Staff is seeking one last review of the draft survey in order to finalize and have Decision Resources proceed with surveying our residents in the next month.

Background

Earlier this year, the City Council authorized a contract with Decision Resources to conduct a community survey. The City has used Decision Resources since 1987 to survey our residents (usually every 3-4 years) and has used the survey results to assist with determining City policies and services for the community. The most recent community survey was done in 2010.

When the City adopted a biennial budget process, which now includes performance measures, it was decided that resident surveys would be conducted every two years as a tool for gathering public input to help frame budget priorities and strategic goals. The 2013 survey will be conducted in the late June and July timeframe with the goal of receiving the results back by September so that it can be considered as part of the 2014-2015 biennial budget.

Final Draft Survey

Included is the revised draft survey, reflecting the comments received from the Council last month. Staff would appreciate additional feedback and endorsement of the survey at the workshop session after the regular Council meeting on June 17th.

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

SHOREVIEW RESIDENTIAL
QUALITY OF LIFE STUDY
REVISED MAY 2013

Hello, I'm _____ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We've been retained by the City of Shoreview to speak with a random sample of residents about issues facing the city. This survey is being taken because the City is interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.
(DO NOT PAUSE)

1. Approximately how many years have you lived in Shoreview?

LESS THAN TWO YEARS.....	1
TWO TO FIVE YEARS.....	2
SIX TO TEN YEARS.....	3
ELEVEN - TWENTY YRS.....	4
OVER TWENTY YEARS.....	5
DON'T KNOW/REFUSED.....	6

2. As things stand now, how long in the future do you expect to live in Shoreview?

LESS THAN TWO YEARS.....	1
TWO TO FIVE YEARS.....	2
SIX TO TEN YEARS.....	3
OVER TEN YEARS.....	4
DON'T KNOW/REFUSED.....	5

3. Thinking back to when you moved to Shoreview, what factors were most important to you in selecting the city?

4. Where did you live prior to moving to Shoreview?

5. How would you rate the quality of life in Shoreview -- excellent, good, only fair, or poor?

EXCELLENT.....	1
GOOD.....	2
ONLY FAIR.....	3
POOR.....	4
DON'T KNOW/REFUSED.....	5

6. What do you like most about living in Shoreview?
(DO NOT READ LIST)
-
-
7. In general, what do you think is the most serious issue facing the community today?
(DO NOT READ LIST)
-
-
8. All in all, do you think things in Shoreview are generally headed in the right direction, or do you feel things are off on the wrong track?
- IF "WRONG TRACK," ASK:
9. Please tell me why you feel things have gotten off on the wrong track?
(DO NOT READ LIST)
-
10. How would you rate the sense of community identity among residents in Shoreview -- would you say it is very strong, somewhat strong, not too strong, or not at all strong?
- LOCATION.....00
SCHOOLS.....01
QUIET.....02
PEOPLE.....03
GOOD COMMUNITY.....04
PARKS.....05
RURAL/OPEN SPACE.....06
SMALL TOWN FEEL.....07
NEIGHBORHOOD/HOUSING....08
CITY SERVICES.....09
SAFE.....10
SCATTERED.....11
- DON'T KNOW/REFUSED.....00
NOTHING.....01
GROWTH.....02
TAXES.....03
SCHOOLS.....04
CRIME.....05
TRAFFIC.....06
LACK OF SHOPPING.....07
ROAD CONDITIONS.....08
LACK OF AFFORDABLE
HOUSING.....09
SCATTERED.....10
- RIGHT DIRECTION.....1
WRONG TRACK.....2
DON'T KNOW/REFUSED.....3
- TOO MUCH GROWTH.....00
HIGH TAXES.....01
SCHOOL FUNDING.....02
CRIME.....03
LACK OF DIVERSITY.....04
LACK OF PUBLIC TRANSIT..05
SCATTERED.....06
- VERY STRONG.....1
SOMEWHAT STRONG.....2
NOT TOO STRONG.....3
NOT AT ALL STRONG.....4
DON'T KNOW/REFUSED.....5

IF "NOT TOO STRONG" OR "NOT AT ALL STRONG," ASK:

11. What could the City do to improve the sense of community in Shoreview?
-
-

- | | |
|---|---|
| 12. Please tell me which of the following do you feel the closest connection to -- the City of Shoreview as a whole, your neighborhood, your School District or something else? (IF "SOMETHING ELSE," ASK:) What would that be? | CITY OF SHOREVIEW.....1
NEIGHBORHOOD.....2
SCHOOL DISTRICT.....3
CHURCH.....4
WORKPLACE.....5
FAMILY/FRIENDS.....6
DON'T KNOW/REFUSED.....7 |
| 13. Do you feel accepted and welcomed in the City of Shoreview? | YES.....1
NO.....2
DON'T KNOW/REFUSED.....3 |

IF "NO," ASK:

14. Why do you feel that way?
-
-

Let's spend a few minutes discussing the future of the City of Shoreview.

15. When thinking about a city's quality of life, what do you think is the most important aspect of that quality?
-
-

16. What aspects, if any, of the community should be fixed or improved in the future?
-
-

17. What, if anything, is currently missing from the City of Shoreview which, if present, would greatly improve the quality of life for residents?
-
-

18. When you think about Shoreview both today and yesterday, what, if anything, do you think should be preserved for the future?
-
-

I would now like to read a list of characteristics which are a part of the overall quality of life in a community. First, for each one tell me if it is a very important aspect of quality of life, a somewhat important aspect, a not very important aspect or not at all important aspect of quality of life.

	VIM	SIM	NVI	NAA	DKR
19. Parks and trails?	1	2	3	4	5
20. Recreational programs?	1	2	3	4	5
21. Schools?	1	2	3	4	5
22. Open space?	1	2	3	4	5
23. Lakes?	1	2	3	4	5
24. Shopping opportunities?	1	2	3	4	5
25. Public safety?	1	2	3	4	5
26. Community celebrations?	1	2	3	4	5
27. Theater and Arts?	1	2	3	4	5
28. Public transportation?	1	2	3	4	5

Now for each one, please rate the City of Shoreview on that characteristic as excellent, good, only fair or poor.

	EXC	GOO	FAI	POO	DKR
29. Parks and trails?	1	2	3	4	5
30. Recreational programs?	1	2	3	4	5
31. Schools?	1	2	3	4	5
32. Open space?	1	2	3	4	5
33. Lakes?	1	2	3	4	5
34. Shopping opportunities?	1	2	3	4	5
35. Public safety?	1	2	3	4	5
36. Community celebrations?	1	2	3	4	5
37. Theater and Arts?	1	2	3	4	5

38. Public transportation? 1 2 3 4 5

Moving on....

39. During the past year, have you or members of your household used the Ramsey County Library in Shoreview? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

Ramsey County Library is considering an expansion of the Shoreview Library. I would like to read you a list of new or enhanced services that could be offered. For each one, please tell me if you or members of your households would be very likely to use it, somewhat likely, not too likely or not at all likely to use it.

	VRL	SML	NTL	NAA	DKR
40. Additional public computers?	1	2	3	4	5
41. Group study spaces?	1	2	3	4	5
42. Larger children's area?	1	2	3	4	5
43. Larger teen area?	1	2	3	4	5
44. Improved public meeting rooms?	1	2	3	4	5
45. Coffee shop?	1	2	3	4	5
46. Outdoor reading areas?	1	2	3	4	5

Let's discuss recreational opportunities in the community....

47. How would you rate park and recreational facilities in Shoreview -- excellent, good, only fair, or poor? EXCELLENT.....1
GOOD.....2
ONLY FAIR.....3
POOR.....4
DON'T KNOW/REFUSED.....5

48. Which Shoreview park, if any, do you or members of your household use most frequently? DON'T KNOW/REFUSED.....00
NONE.....01
SHOREVIEW COMMONS.....02
MCCULLOUGH.....03
LAKE JUDY.....04
WILSON.....05
SITZER.....06
BOBBY THEISEN.....07
ISLAND LAKE.....08
SNAIL LAKE.....09
BUCHER.....10
SHAMROCK.....11
LAKE OWASSO.....12
TURTLE LAKE.....13
RICE CREEK REGIONAL.....14
SUCKER LAKE/VADNAIS.....15

49.	How would you rate the upkeep and maintenance of Shoreview City Parks -- excellent, good, only fair, or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
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50.	Do you feel that the current mix of recreational or sports facilities meets the needs of members of your household?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
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51.	Are there any additional recreational or sports facilities would you like to see the City of Shoreview offer residents? (IF "YES," ASK:) What would that be?	
-----	---	--

52.	In the past year, have you or any members of this household participated in any city-sponsored park and recreation programs?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
-----	--	---

IF "NO," ASK:

53.	Could you tell me one or two reasons why you haven't participated in any city-sponsored park and recreation programs during the past year? (DO NOT READ LIST)	NO TIME.....01 NO INTEREST.....02 NO CHILDREN.....03 AGE/HEALTH.....04 GO ELSEWHERE.....05
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54.	Does the current mix of city-sponsored recreational programs meet the needs of members of your household?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
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Changing focus....

55. How often do you or members of your household use the trail system, weather permitting -- twice or more per week, weekly, two or three times per month, monthly, quarterly, less frequently or not at all?
- | | |
|---------------------------|---|
| TWICE OR MORE A WEEK..... | 1 |
| WEEKLY..... | 2 |
| TWO/THREE PER MONTH..... | 3 |
| MONTHLY..... | 4 |
| QUARTERLY..... | 5 |
| LESS FREQUENTLY..... | 6 |
| NOT AT ALL..... | 7 |
| DON'T KNOW/REFUSED..... | 8 |

56. Are there any areas in the City of Shoreview that are lacking trails? (IF "YES," ASK:) Where would that be?
-
-

57. During the past year, have you or any members of your household used the Shoreview Community Center?
- | | |
|-------------------------|---|
| YES..... | 1 |
| NO..... | 2 |
| DON'T KNOW/REFUSED..... | 3 |

IF "NO," SKIP TO QUESTION #__.

IF "YES," ASK:

58. Are you or members of your household currently members of the Shoreview Community Center? (IF "NO," ASK:) Were you members in the past?
- | | |
|-------------------------|---|
| YES..... | 1 |
| NO/YES..... | 2 |
| NO/NO..... | 3 |
| DON'T KNOW/REFUSED..... | 4 |

IF "NO/YES," ASK:

59. Could you tell me one or two reasons why you dropped your membership at the Community Center? (DO NOT READ LIST)
- | | |
|------------------------|----|
| DIDN'T USE ENOUGH..... | 01 |
| NO NEED..... | 02 |
| HIGH COST..... | 03 |
| AGE..... | 04 |

IF "NO/NO," ASK:

60.	What changes or improvements in the Community Center or the membership package, if any, could induce you to become a member? (DO NOT READ LIST)	DON'T KNOW/REFUSED.....00
		NOTHING.....01
		LOWER COST.....02
		BETTER HOURS.....03
		MORE PROGRAMS.....04
		OUTDOOR WATER PLAY AREA.....05
		TEEN CENTER.....06

61.	About how often do you or members of your household use the Community Center -- twice or more per week, weekly, two or three times per month, monthly, quarterly, or less frequently?	TWICE OR MORE/WEEK.....1
		WEEKLY.....2
		TWO/THREE PER MONTH.....3
		MONTHLY.....4
		QUARTERLY.....5
		LESS FREQUENTLY.....6
		DON'T KNOW/REFUSED.....7

62.	Which of the following is the primary reason you used the Community Center during the past year? (ROTATE)	OPTION A.....1
	A. Tropics Water Park;	OPTION B.....2
	B. Fitness Center;	OPTION C.....3
	C. Gymnasium;	OPTION D.....4
	D. Meeting;	OPTION E.....5
	E. Indoor playground;	OPTION F.....6
	F. Something else.	COMBINATION.....7
		DON'T KNOW/REFUSED.....8

63.	Have you used the Community Center to take recreational programs, such as swimming lessons or fitness classes?	YES.....1
		NO.....2
		DON'T KNOW/REFUSED.....3

For each of the following characteristics of the Shoreview Community Center, rate the facility as excellent, good, only fair, or poor. If you have no opinion, just say so....

	EXCL	GOOD	FAIR	POOR	DK/R
64. Customer service?	1	2	3	4	5
65. Operating hours?	1	2	3	4	5
66. Cleanliness?	1	2	3	4	5
67. Cost of membership?	1	2	3	4	5
68. Cost of programs?	1	2	3	4	5
69. Overall experience?	1	2	3	4	5

IF "NO" IN QUESTION #__, ASK:

70. Could you tell me one or two reasons why you and household members haven't used the Community Center facilities? (DO NOT READ LIST)	DON'T KNOW/REFUSED.....00 NO TIME.....01 NO INTEREST.....02 AGE AND HEALTH.....03 GO ELSEWHERE.....04
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ASK EVERYONE:

71. Is there one change or improvement, in particular, in the Community Center which would induce you to visit it more often?	DON'T KNOW/REFUSED.....00 NO.....01 BETTER TIMES.....02 NO EXTRA CHARGES.....03 LOWER COST.....04 LESS CROWDED.....05 MORE PROGRAMS.....06 OUTDOOR WATER PLAY AREA.07
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Changing topics....

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor....

	EXCL	GOOD	FAIR	POOR	DK/R
72. Police protection?	1	2	3	4	5
73. Fire protection?	1	2	3	4	5
74. Sewer and water?	1	2	3	4	5
75. Drainage and flood control?	1	2	3	4	5
76. Building inspections?	1	2	3	4	5
77. Animal control?	1	2	3	4	5
78. Pond maintenance?	1	2	3	4	5

FOR EACH "ONLY FAIR" OR "POOR" RESPONSE, ASK:

79. Why did you rate _____ as (only fair/poor)? (DO NOT READ LIST) _____ _____	DON'T KNOW/REFUSED.....00 COULD IMPROVE.....01 WILD TURKEYS.....02 FLOODING.....03 MORE PATROLLING.....04 POOR INSPECTIONS.....05 LACK OF ENFORCEMENT.....06 BARKING DOGS.....07
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For the next set of city services, please consider only their job on city-maintained streets and roads in neighborhoods. That means

you should exclude state and county roads, such as Highway 96, Highway 49 and Lexington Avenue, that are taken care of by other levels of government. Keeping that in mind, would you rate each of the following as excellent, good, only fair or poor.....

	EXCL	GOOD	FAIR	POOR	DK/R
80. Street repair and maintenance?	1	2	3	4	5
81. Trail maintenance?	1	2	3	4	5
82. Snow plowing of residential streets?	1	2	3	4	5
83. Snow plowing of trails?	1	2	3	4	5
84. How would you rate the quality of city drinking water -- excellent, good, only fair, or poor?					
			EXCELLENT.....	1	
			GOOD.....	2	
			ONLY FAIR.....	3	
			POOR.....	4	
			DON'T KNOW/REFUSED.....	5	

IF "ONLY FAIR" OR "POOR," ASK:

85. Why did you rate the drinking water as (only fair/poor)?

86. When you consider the city property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....	1
	GOOD.....	2
	ONLY FAIR.....	3
	POOR.....	4
	DON'T KNOW/REFUSED.....	5
87. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current levels? (WAIT FOR RESPONSE) Do you feel strongly that way?	FAVOR/STRONGLY.....	1
	FAVOR.....	2
	OPPOSE.....	3
	OPPOSE/STRONGLY.....	4
	DON'T KNOW/REFUSED.....	5

Changing topics....

88. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Shoreview runs things?	YES.....	1
	NO.....	2
	DON'T KNOW/REFUSED.....	3

- | | | |
|-----|--|--|
| 89. | How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little? | GREAT DEAL.....1
FAIR AMOUNT.....2
VERY LITTLE.....3
DON'T KNOW/REFUSED.....4 |
| 90. | From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way? | STRONGLY APPROVE.....1
SOMEWHAT APPROVE.....2
SOMEWHAT DISAPPROVE.....3
STRONGLY DISAPPROVE.....4
DON'T KNOW/REFUSED.....5 |
| 91. | How much first-hand contact have you had with the Shoreview City Staff -- quite a lot, some, very little, or none? | QUITE A LOT.....1
SOME.....2
VERY LITTLE.....3
NONE.....4
DON'T KNOW/REFUSED.....5 |
| 92. | From what you have seen or heard, how would you rate the job performance of the Shoreview City Staff -- excellent, good, only fair, or poor? | EXCELLENT.....1
GOOD.....2
ONLY FAIR.....3
POOR.....4
DON'T KNOW/REFUSED.....5 |

IF A RATING IS GIVEN, ASK:

- | | | |
|-----|---|--|
| 93. | Why do you feel that way?
(DO NOT READ LIST) | DON'T KNOW/REFUSED.....00
GOOD JOB.....01
NO PROBLEMS.....02
DON'T LISTEN.....03
HELPFUL/FRIENDLY.....04
COULD IMPROVE.....05 |
|-----|---|--|
-

- | | | |
|-----|---|---|
| 94. | During the past year, have you telephoned or visited Shoreview City Hall? | YES.....1
NO.....2
DON'T KNOW/REFUSED.....3 |
|-----|---|---|

IF "YES," ASK:

- | | | |
|-----|--|--|
| 95. | Thinking about your last contact with the City would you rate the overall service you received as excellent, good, only fair, or poor? | EXCELLENT.....1
GOOD.....2
ONLY FAIR.....3
POOR.....4
DON'T KNOW/REFUSED.....5 |
|-----|--|--|

IF "ONLY FAIR" OR "POOR," ASK:

96. Why do you feel that way?

Moving on....

97. How would you rate the general condition and appearance of homes in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
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IF "ONLY FAIR" OR "POOR," ASK:

98. Why do you feel that way? (DO NOT READ LIST)	MESSY YARDS.....01 JUNK CARS.....02 RUNDOWN PROPERTIES.....03
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99. How would you rate the general condition and appearance of yards in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
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100. Over the past two years, has the appearance of your neighborhood improved, declined or remained the same?	IMPROVED.....1 DECLINED.....2 REMAINED THE SAME.....3 DON'T KNOW/REFUSED.....4
--	---

101. Is the City of Shoreview doing enough, too much or too little in providing residents and business owners opportunities to maintain and improve the appearance of their properties?	ENOUGH.....1 TOO MUCH.....2 TOO LITTLE.....3 DON'T KNOW/REFUSED.....4
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102. Are you aware of homes or properties in your neighborhood that are in foreclosure?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
---	---

IF "YES," ASK:

103. Do you have any specific concerns about these properties? (IF "YES," ASK:) What would those be?

104. Are you aware of homes in your neighborhood that are being rented? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

105. Do you have any specific concerns about these properties? (IF "YES," ASK:) What would those be?

106. Have you done any remodeling or home improvements in the past five years? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

107. What remodeling or home improvements have you undertaken?

IF "NO," ASK:

108. Why haven't you undertaken any remodeling or home improvements?

The City of Shoreview contracts with the Greater Metropolitan Housing Corporation to provide Shoreview residents with the Housing Resource Center. This center offers free home improvement counseling services to residents.

109. Prior to this survey, were you aware of the Housing Resource Center?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

	TOO TOU	NOT TOU	ABO RIG	DK/ REF
110. Weeds and tall grass on residential properties?	1	2	3	4
111. Animal control?	1	2	3	4
112. Junk cars?	1	2	3	4
113. Messy yards?	1	2	3	4
114. Noise?	1	2	3	4
115. Storage of garbage and recycling bins?	1	2	3	4
116. Storage of RVs on residential properties?	1	2	3	4
117. Storage of boats on residential properties?	1	2	3	4

Currently, the City of Shoreview generally enforces codes concerning residential property when a complaint is made. Some cities take a more active approach and inspect residential neighborhoods for code violations on an on-going basis.

118. Would you favor or oppose a more active approach by the City in the enforcement of residential property codes? (WAIT FOR RESPONSE)	STRONGLY FAVOR.....1
	FAVOR.....2
	OPPOSE.....3
	STRONGLY OPPOSE.....4
Do you feel strongly that way?	DON'T KNOW/REFUSED.....5

Turning to the issue of public safety in the community....

119. Are there any areas in Shoreview where you would be afraid to walk alone at night?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3

IF "YES," ASK:

120. What area particularly concerns you?	EVERYWHERE.....01
(DO NOT READ LIST)	PARKS.....02
	TRAILS.....03
	RICE STREET.....04
	HIGHWAY 96.....05
	LEXINGTON AVENUE.....06
	SHOPPING PARKING LOTS...07

I would like to read you a short list of public safety concerns.

121. Please tell me which one you consider to be the greatest concern in Shoreview? If you feel that none of these problems are serious in Shoreview, just say so.

122. Which do you consider to be the second major concern in the city? Again, if you feel that none of the remaining problems are serious in the city, just say so.

	FIRST	SECOND
Violent crime.....	01.....	01
Traffic speeding.....	02.....	02
Drugs.....	03.....	03
Youth crimes and vandalism.....	04.....	04
Identity theft.....	05.....	05
Break-ins and theft from automobiles.....	06.....	06
Business crimes, such as shop- lifting and check fraud.....	07.....	07
Residential crimes, such as burglary, and theft.....	08.....	08
ALL EQUALLY.....	09.....	09
NONE OF THE ABOVE.....	10.....	10
DON'T KNOW/REFUSED.....	11.....	11

123. How would you rate the amount of patrolling the Ramsey County Sher- iff's Department does in your neighborhood -- would you say they do too much, about the right amount, or not enough?	TOO MUCH.....	1
	ABOUT RIGHT AMOUNT.....	2
	NOT ENOUGH.....	3
	DON'T KNOW/REFUSED.....	4

124. How serious of a problem is traf- fic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS.....	1
	SOMEWHAT SERIOUS.....	2
	NOT TOO SERIOUS.....	3
	NOT AT ALL SERIOUS.....	4
	DON'T KNOW/REFUSED.....	5

125. Now I would like to read you a short list of driving behaviors. Please tell me which one, if any, you consider to be the most serious traffic concern in the City of Shoreview.

Speeding.....1
 Aggressive driving.....2
 Driving under the influence.....3
 Running traffic lights and stop signs.....4
 Distracted driving.....5
 SOMETHING ELSE (TEEN DRIVING).....6
 NONE (VOL.).....7
 DON'T KNOW/REFUSED.....8

Changing topics...

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Shoreview currently has too many or too much, too few or too little, or about the right amount.

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
126. The number of people residing in the community?	1	2	3	4
127. Affordable rental units?	1	2	3	4
128. Luxury rental units?	1	2	3	4
129. Condominiums?	1	2	3	4
130. Townhouses?	1	2	3	4
131. Starter homes for young families?	1	2	3	4
132. "Move up" housing?	1	2	3	4
133. Higher cost housing?	1	2	3	4
134. assisted living for seniors?	1	2	3	4
135. nursing homes?	1	2	3	4
136. one level housing for seniors maintained by an association?	1	2	3	4
137. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$160,250?	1	2	3	4
138. Racial diversity?	1	2	3	4
139. Income diversity?	1	2	3	4
140. Age diversity?	1	2	3	4
141. Parks and open spaces?	1	2	3	4
142. Trails and bikeways?	1	2	3	4
143. Service and retail establish- ments?	1	2	3	4
144. Entertainment and dining oppor- tunities?	1	2	3	4
145. Full-time job opportunities?	1	2	3	4

146. If you were going to move from your current home for upgrading, how committed would you be to stay in Shoreview -- very committed, somewhat committed, not too committed or not at all committed?
- VERY COMMITTED.....1
SOMEWHAT COMMITTED.....2
NOT TOO COMMITTED.....3
NOT AT ALL COMMITTED.....4
DON'T KNOW/REFUSED.....5
147. And, if you were going to move from your current home for downsizing, how committed would you be to stay in Shoreview -- very committed, somewhat committed, not too committed, or not at all committed?
- VERY COMMITTED.....1
SOMEWHAT COMMITTED.....2
NOT TOO COMMITTED.....3
NOT AT ALL COMMITTED.....4
DON'T KNOW/REFUSED.....5
148. What retail or business services do you feel are lacking or are limited in Shoreview?
-

Changing topics.....

I would like to read you a list of issues relating to sustainability. For each of the following, please tell me if that issue is very important to you, somewhat important, not too important or not at all important?

- | | VRI | SMI | NTI | NAA | DKR |
|---|-----------------|------------|--------------------------|------------|--------------------------|
| 149. Energy conservation? | 1 | 2 | 3 | 4 | 5 |
| 150. Expanded mass transit options? | 1 | 2 | 3 | 4 | 5 |
| 151. Environmentally responsible yard care, such as rain barrels and composting? | 1 | 2 | 3 | 4 | 5 |
| 152. Reducing waste? | 1 | 2 | 3 | 4 | 5 |
| 153. Development of community gardens? | 1 | 2 | 3 | 4 | 5 |
| 154. Farmer's Market? | 1 | 2 | 3 | 4 | 5 |
| 155. How would you rate the water quality in city lakes -- excellent, good, only fair, or poor? | EXCELLENT.....1 | GOOD.....2 | ONLY FAIR.....3 | POOR.....4 | DON'T KNOW/REFUSED.....5 |
| 156. Do you live on a lake in the City of Shoreview? | YES.....1 | NO.....2 | DON'T KNOW/REFUSED.....3 | | |

157. Do you or members of your household	YES.....1
use city lakes for recreational	NO.....2
purposes?	DON'T KNOW/REFUSED.....3

IF "YES," ASK:

158. What activities do you or mem-	DON'T KNOW/REFUSED.....00
bers of your household under-	SWIMMING.....01
take on city lakes?	BOATING.....02
(DO NOT READ LIST)	FISHING.....03

Changing topics....

Most communities have one of two systems for garbage collection. In a multiple collection system, like the City of Shoreview, residents choose their hauler from several different companies serving the community. Other cities use an organized collection system, where the City contracts with one hauler for the entire or segments of the city.

159. Would you favor or oppose the City	STRONGLY FAVOR.....1
of Shoreview changing from the	FAVOR.....2
current system in which residents	OPPOSE.....3
may choose from several different	STRONGLY OPPOSE.....4
haulers to a system where the City	DON'T KNOW/REFUSED.....5
chooses a hauler for the whole	
community? (WAIT FOR RESPONSE)	
Do you feel strongly that way?	

IF A RESPONSE IS GIVEN, ASK:

160. Could you tell me one or two	DON'T KNOW/REFUSED.....00
reasons for your decision?	LIKE CURRENT HAULER.....01
(DO NOT READ LIST)	WANT CHOICE.....02
	CHOICE/COMPETITIVE PRICE.03
	LESS TRUCK TRAFFIC.....04
	LESS STREET MAINTENANCE.05
	LESS NOISE.....06
	LESS POLLUTION.....07

Moving on.....

161. Do you leave the City of Shoreview	YES.....1
to go to work on a daily or reg-	NO.....2
ular basis?	DON'T KNOW/REFUSED.....3

IF "YES," ASK:

162. Where to?	ROSEVILLE.....00
(DO NOT READ LIST)	MINNEAPOLIS.....01
	SAINT PAUL.....02
	NEW BRIGHTON.....03
	ARDEN HILLS.....04
	FRIDLEY.....05
	VARIES.....06
	BLOOMINGTON/RICHFIELD...07
	WESTERN HENNEPIN
	SUBURBS.....08
	OTHER RAMSEY SUBURBS....09
	OTHER ANOKA SUBURBS.....10

163. Do you or any household member	YES.....1
regularly use public transporta-	NO.....2
tion to get to work?	NOT APPLICABLE.....3
	DON'T KNOW/REFUSED.....4

IF "NO," ASK:

164. Why don't you or other and	NOT CONVENIENT.....00
household members use public	PREFER/NEED CAR.....01
transportation?	NO NEED.....02
(DO NOT READ LIST)	NO ROUTES AVAILABLE.....03

165. Are there any changes or improvements which could make you more likely to commute to your place of work by public transportation?

166. Do you work at home in a business?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3

Changing topics....

167. How would you rate the City's overall performance in communicating key local issues to residents in its publications, on the Website, and on cable television -- excellent, good, only fair, or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
--	--

168. What is your primary source of information about the City of Shoreview?

169. How would you most prefer to receive information about Shoreview City Government and its activities -- (ROTATE) e-mail, information on the city's website, city publications and newsletters, mailings to your home, local weekly newspaper coverage, cable television programming, or the city's Facebook page?	E-MAIL.....1 CITY WEBSITE.....2 PUBLICATIONS/NEWSLTRS....3 MAILINGS TO HOME.....4 LOCAL WEEKLY PAPERS.....5 CABLE TV.....6 CITY FACEBOOK PAGE.....7 ELSE: _____
---	--

170. Do you recall receiving the City publication -- "The Shore Views" -- during the past year?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
---	---

IF "YES," ASK:

171. Do you or any members of your household regularly read it?	YES.....1 NO.....2 DON'T KNOW/REFUSED.....3
---	---

172. Do you tend to keep it around for later reference or toss it after you have read through it?	KEEP AROUND.....1 TOSS IT.....2 ABOUT EQUAL.....3 DON'T KNOW/REFUSED.....4
---	---

173. How effective is this city publication in keeping you informed about activities in the city -- very effective, somewhat effective, not too effective, or not at all effective?	VERY EFFECTIVE.....1 SOMEWHAT EFFECTIVE.....2 NOT TOO EFFECTIVE.....3 NOT AT ALL EFFECTIVE.....4 DON'T KNOW/REFUSED.....5
---	---

As you may recall, "The Shore Views" is composed of two sections: the City Newsletter and the quarterly Recreation Program catalog.

- | | |
|--|--------------------------|
| 174. Which sections do you tend to read -- the city newsletter, the recreational program catalog, or both? | CITY NEWSLETTER.....1 |
| | RECREATION CATALOG.....2 |
| | BOTH.....3 |
| | DON'T KNOW/REFUSED.....4 |

IF "RECREATION CATALOG" OR "BOTH," ASK:

- | | |
|---|----------------------------|
| 175. How effective is the Program Catalog in keeping you informed about city-sponsored recreation programs -- very effective, somewhat effective, not too effective, or not at all effective? | VERY EFFECTIVE.....1 |
| | SOMEWHAT EFFECTIVE.....2 |
| | NOT TOO EFFECTIVE.....3 |
| | NOT AT ALL EFFECTIVE.....4 |
| | DON'T KNOW/REFUSED.....5 |

- | | |
|---|--------------------------|
| 176. Does your household currently subscribe to cable television, satellite television, or neither? | CABLE.....1 |
| | SATELLITE.....2 |
| | NEITHER.....3 |
| | DON'T KNOW/REFUSED.....4 |

IF "CABLE," ASK:

For each of the following, please tell me if you have watched that channel or program during the past month? (IF "NO," ASK:) How about during the past six months?

- | | MONT | SIXM | NQWT | DK/R |
|---|--------------------------|------|------|------|
| 177. Local Government Access Channel 16? | 1 | 2 | 3 | 4 |
| 178. City Council meetings? | 1 | 2 | 3 | 4 |
| 179. Planning Commission Meetings? | 1 | 2 | 3 | 4 |
| 180. Other public access programs? | 1 | 2 | 3 | 4 |
| 181. Do you have access to the Internet from your home? | YES.....1 | | | |
| | NO.....2 | | | |
| | DON'T KNOW/REFUSED.....3 | | | |

IF "YES," ASK:

182. Do you access the Internet by DSL, broadband cable, dial-up modem or wireless service?	DSL.....1
	BROADBAND CABLE.....2
	DIAL-UP MODEM.....3
	WIRELESS.....4
	DON'T KNOW/REFUSED.....5

IF AN ACCESS IS GIVEN, ASK:

183. How would you rate your overall satisfaction with your Internet access -- excellent, good, only fair, or poor?	EXCELLENT.....1
	GOOD.....2
	ONLY FAIR.....3
	POOR.....4
	DON'T KNOW/REFUSED.....5

184. Have you accessed the City of Shoreview's website?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3

IF "YES," ASK:

185. How would you evaluate the content of the City's web site -- excellent, good, only fair, or poor?	EXCELLENT.....1
	GOOD.....2
	ONLY FAIR.....3
	POOR.....4
	DON'T KNOW/REFUSED.....5

186. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?	EXCELLENT.....1
	GOOD.....2
	ONLY FAIR.....3
	POOR.....4
	DON'T KNOW/REFUSED.....5

187. On your last visit to the website, what information were you looking for?

188. What information would you like to see placed on the City of Shoreview's web site?

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Shoreview.

	NOT USE	USE LIK	USE NLK	DK/ REF
189. Facebook?	1	2	3	4
190. Twitter?	1	2	3	4
191. YouTube?	1	2	3	4
192. Blogs?	1	2	3	4
193. Podcasts?	1	2	3	4
194. E-mail blasts?	1	2	3	4

Continuing....

195. In what public school district do you reside - Mounds View Public Schools or the Roseville Area Public Schools?	MOUNDS VIEW.....1 ROSEVILLE AREA.....2 DON'T KNOW/REFUSED.....,3
196. How would you rate the quality of education provided by the Public School District in which you reside -- excellent, good, only fair or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
197. How would you rate the School District in listening and responding to the concerns of students, parents, and community members -- excellent, good, only fair, or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5

Now, just a few more questions for demographic purposes....

198. What is your age, please?	18-24.....1 25-34.....2 35-44.....3 45-54.....4 55-64.....5 65 AND OVER.....6 REFUSED.....7
--------------------------------	---

Could you tell me how many people in each of the following age groups live in your household. Let's start oldest to youngest...

199. First, persons over 65?	NONE.....0
	ONE.....1
	TWO OR MORE.....2
200. Adults between the ages of 50 and 64?	NONE.....0
	ONE.....1
	TWO OR MORE.....2
	REFUSED.....3
201. Adults between the ages of 18 and 49?	NONE.....0
	ONE.....1
	TWO.....2
	THREE OR MORE.....3
202. School-aged children or pre- schoolers?	NONE.....0
	ONE.....1
	TWO OR MORE.....2
203. Do you rent or own your present residence?	OWN.....1
	RENT.....2
	REFUSED.....3

IF "OWN," ASK:

204. Which of the following cate- gories contains the approx- imate value of your resi- dential property -- under \$150,000, \$150,000-\$250,000, \$250,001-\$350,000, \$350,001- \$450,000, or over \$450,000?	UNDER \$150,000.....1
	\$150,000-\$250,000.....2
	\$250,001-\$350,000.....3
	\$350,001-\$450,000.....4
	OVER \$450,000.....5
	DON'T KNOW.....6
	REFUSED.....7
205. Which of the following best des- cribes your household: (READ)	SINGLE/NO OTHER.....1
A. Single, no other family at home.	SINGLE PARENT.....2
B. Single parent with children at home.	MAR/PARTN/CHILDREN.....3
C. Married or partnered, with children at home.	MAR/PARTN/NO CHILD.....4
D. Married or partnered with no children or no children at home.	SOMETHING ELSE.....5
E. Something else.	DON'T KNOW/REFUSED.....6
206. Are you a member of a private health club?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3

207. What is your occupation and the occupation of your spouse or partner, if applicable?

M: _____ F: _____

208. Is your household telephone service by land line only, cell phone only, or both land line and cell phone?	LAND LINE ONLY.....1
	CELL PHONE ONLY.....2
	BOTH LAND/CELL.....3
	DON'T KNOW/REFUSED.....4

And now, for one final question, keeping in mind that your answers are held strictly confidential....

209. Is your pre-tax yearly household income over or under \$75,000?	UNDER \$50,000.....1
(IF "OVER," ASK:)	\$50,000-\$75,000.....2
Is it over \$100,000? (IF YES, ASK)	\$75,001-\$100,000.....3
Is it over \$125,000?	\$100,001-\$125,000.....4
(IF "UNDER," ASK:)	OVER \$125,000.....5
Is it under \$50,000?	DON'T KNOW.....6
	REFUSED.....7

Thank you for your time. Good-bye.

210. Gender	MALE.....1
	FEMALE.....2

211. Area of City	PRECINCT 1.....1
	PRECINCT 2.....2
	PRECINCT 3.....3
	PRECINCT 4.....4
	PRECINCT 5.....5
	PRECINCT 6.....6
	PRECINCT 7.....7

TO: MAYOR AND COUNCILMEMBERS

**FROM: TERRY SCHWERM
CITY MANAGER**

DATE: JUNE 13, 2013

SUBJECT: REVIEW OF RFP FOR COMMUNITY CENTER EXPANSION

BACKGROUND

The City's Capital Improvement Program includes a Community Center expansion project currently planned in 2014, as well as a replacement of the outdoor water play area that has been scheduled in 2016. These two projects are consistent with the Council goals of updating our public facilities and enhancing the City's ability to attract younger families to the community. A potential expansion and updating of the Community Center is also consistent with the City's practice of insuring that our most visible public facility and focal point of the City is best serving our community.

Since the last expansion of the Community Center was completed in 2002, the number of Community Center members has tripled, and membership revenue is now the largest and most critical piece of the Center's budget. During peak times, the fitness center is often overcrowded and staff believes it is important to look at an expansion of the fitness center to better accommodate our current membership base and future members. Staff also continues to seek potential increased revenue opportunities with a possible expansion of the Tropical Adventure Indoor playground and added multi-purpose activity room areas. In addition, staff periodically receives complaints about the limited number of family changing areas, and requests for expanded banquet room capacity. The outdoor wading pool area has now been closed and there is an opportunity to add an outdoor interactive water play area that would attract new customers to the pool.

The first step in planning for this expansion is to hire an architectural firm to assist in the preparation of concept design plans and prepare cost estimates for the project. Attached is a draft request for proposal seeking architectural firms to assist with this project. The Park and Recreation Commission reviewed the draft RFP at their May meeting and indicated their support for moving forward with this step of the project.

If the Council is comfortable with the proposed RFP, staff would send it out to selected architectural firms in the next week and hope to have proposals back within the next three weeks and have a recommendation for the Council to consider by mid-July or early August.

SUMMARY

Staff is seeking feedback from the City Council on the proposed RFP for the Community Center expansion/remodeling project.

**CITY OF SHOREVIEW
REQUEST FOR PROFESSIONAL SERVICES
COMMUNITY CENTER EXPANSION/REMODELING**

I. SCOPE OF PROJECT

The City of Shoreview is seeking proposals from qualified architectural firms to assist in the preparation of concept designs and cost estimates for a planned expansion and renovation of the Shoreview Community Center. Some of the key areas that will need to be considered for potential expansion/renovation as part of the design process include the fitness center space, multi-purpose activity room, banquet room, family locker room space, indoor playground area, and renovation of the outdoor wading pool area. A major issue associated with this project is the necessity to maintain current operations during any planned expansion of the building.

It is currently anticipated that the architect selected to prepare these concept designs will then be asked to prepare plans and specifications for selected project elements. The City currently has \$1.4 million allocated for the Community Center expansion and another \$500,000 allocated for the wading pool renovation. These amounts may be adjusted depending on the final concept plan and facility elements that are chosen for expansion/renovation.

II. SHOREVIEW COMMUNITY CENTER BACKGROUND

The Shoreview Community Center, which includes the *Tropics Indoor Water Park*, state-of-the-art fitness center, gymnasium and running track, *Tropical Adventure* Indoor Playground and banquet/conference facilities and meeting rooms, is located in Commons Park in central Shoreview at Victoria Street and County Highway 96. The Community Center, which was originally constructed in 1990 and expanded and renovated in 2003, is generally considered to be one of the premier community centers in the Twin Cities metropolitan area. The Community Center serves as the primary gathering place for the community and is the social, cultural and recreational center of the community.

Each year, more than 500,000 people visit the Community Center for recreation programs, room rentals, fitness activities and pool/playground use. Even though much of the activity in the building is community oriented, there is also a substantial business element generated from pool use, fitness activities, and room rentals. These activities generate income that assists in covering the operating costs for the facility.

III. PROCESS

The selected architectural firm will work closely with the City Council, Park and Recreation Commission, and City staff in developing alternative concept designs for a potential expansion/renovation to the Community Center. It is anticipated that the architect will work primarily with a design committee, and hold meetings with the City Council and Park and Recreation Commission at key decision points such as concept design and final design review. The City Council is responsible for approval of final design and funding future phases of this project.

IV. PROPOSALS

Written Proposal - Interested architectural firms must submit five copies of a written proposal containing the following information:

1. Project team members
2. Project team experience and qualifications
3. Comparable projects
4. Estimate of cost of services, including a disclosure of any costs not included in the estimate

Oral Presentations – Staff will review all written proposals and select firms for an interview and oral presentation.

Key Considerations – The following factors should be considered during preparation of the written proposal and estimate of cost for services:

- During the design process, the architectural firm will be responsible for preliminary meetings with city staff, as well as four to six meetings with the City Council and/or Park and Recreation Commission.
- There is no expressed or implied obligation for the City of Shoreview to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.
- The City of Shoreview reserves the right to reject any or all proposals submitted, to request additional information or clarifications from proposing firms, to allow corrections of errors or omissions, to retain all proposals submitted and to use any ideas in a proposal in regardless of whether that proposal is selected.
- Submission of a proposal indicates acceptance by the firm of the conditions contained in the RFP, unless clearly and specifically noted in the proposal

submitted and confirmed in the contract between the City and the firm selected.

V. SELECTION PROCESS

After reviewing the proposals, firms will be selected for interviews with City representatives. Following the interview, a final selection will be made and submitted to the Council for approval. Proposals will be evaluated using, but will not be limited to, the following criteria:

- A. Quality and thoroughness of the proposal.
- B. Past experience and expertise in the design of community centers and other recreational facilities.
- C. Demonstrated ability to work with City Councils/commissions and City staff, to develop and prepare architectural concept plans.
- D. References and recommendations from past clients.
- E. Cost of the study.

The City of Shoreview reserves the right to reject any and all proposals, and waive all technicalities.

VI. QUESTIONS AND SUBMITTAL DEADLINE

Any questions regarding this Request for Professional Services should be directed to City Manager Terry Schwerm at 651-490-4611.

Proposals must be submitted by 4:30 pm _____. The firm shall submit four copies of the proposal and send them to the following address:

City of Shoreview
c/o Terry Schwerm, City Manager
4600 N. Victoria St.
Shoreview MN 55126